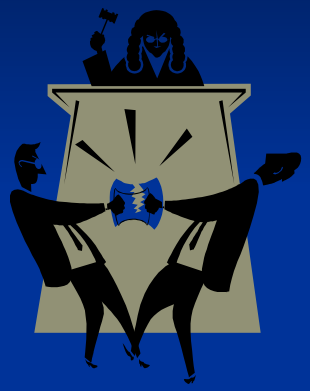
US Army Corps of Engineers
Charleston District

Lieutenant Colonel Ed Fleming, Comm

Goals and Objectives for Today

- Gain better understanding of USACE Regulatory Program.
- Gain better understanding of DHEC and OCRM Regulatory Program and their interaction with the Corps.
- Initiate Inter-agency discussion regarding data exchange –sharing information.
- Expand knowledge of Nationwide Permits.
- Promote open discussion to address transportation issues.
- Increase awareness on the Corps' floodplain concerns.

Corps Regulatory Program



One of the most visible and controversial Corps programs

Charged with balancing environmental protection with sustainable development

MISSION

To protect the Nation's aquatic resources while allowing reasonable development.

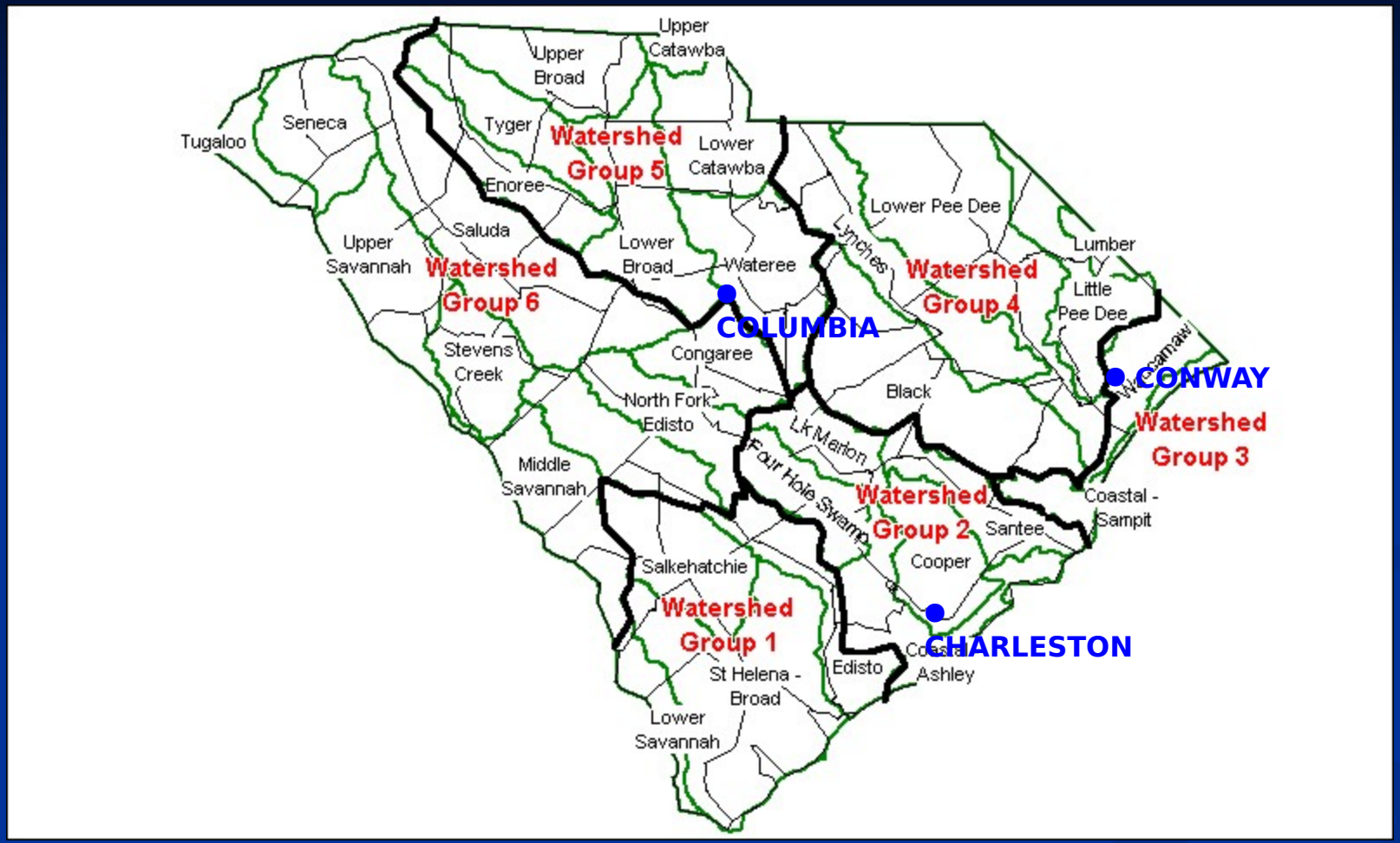
To evaluate permit applications while balancing the benefits and detriments of proposed projects.

To enhance program efficiency in order to make fair, reasonable and timely permit decisions.

To consider the views of other Federal, state and local agencies, interest groups, and the general public.

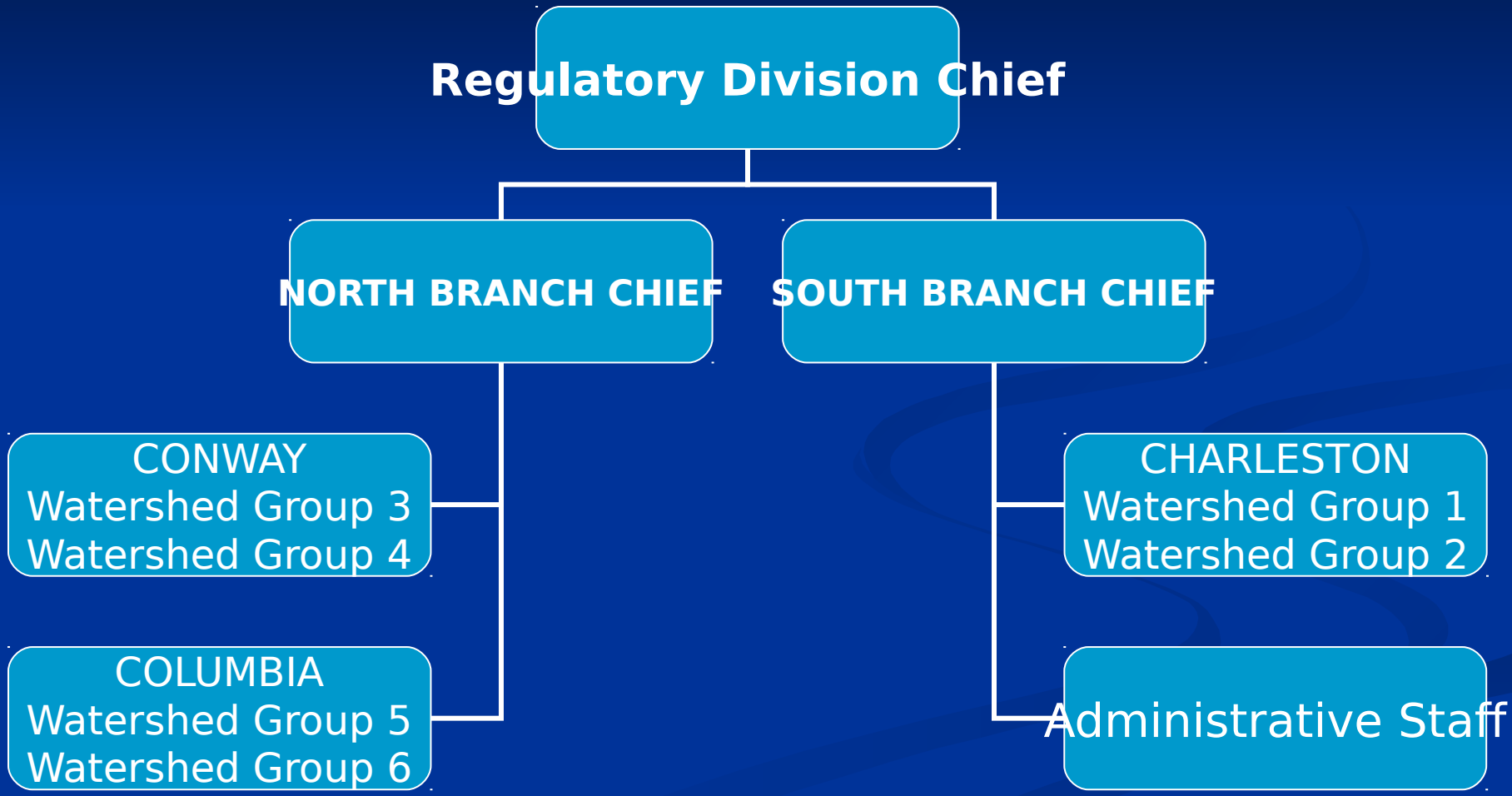
To offset adverse impacts to the aquatic environment through avoidance, minimization and mitigation.

Regulatory Structure



CHARLESTON –- Watershed Groups 1 & 2
CONWAY –- Watershed Groups 3 & 4
COLUMBIA –- Watershed Groups 5 & 6

Regulatory Reorganization



Customer Survey

Approved: 30 September 1998
OMB No.: 0710-0012
Expires: 30 September 2001

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U.S. ARMY CORPS OF ENGINEERS
CUSTOMER SERVICE SURVEY - REGULATORY PROGRAM

We at the U.S. Army Corps of Engineers Regulatory Branch are committed to improving service to our customers and would like to know how well we have been doing. Who are our customers? You are our ***customers*** if you submitted a permit application, requested a jurisdictional determination or wetland delineation, or scheduled a pre-application meeting with us. ***Other customers*** include those of you who receive our Public Notice and/or commented on a particular project or our work in general, because of your interest in the Regulatory Program. To identify how we can better serve you, we need your help. Please take the time to fill out this brief survey and mail it back to us. Your honest opinions will help us determine areas in which we need to improve. For each question, please indicate the level of service you received by marking the appropriate number on a scale from 1-5, with 1 being low (dissatisfied) and 5 being high (very satisfied). If the question does not apply to you, simply mark N/A. Thank you for your time and comments! Response to this survey is VOLUNTARY. If you choose not to respond, it will not affect any current or future dealings you may have with the USACE in any

I. FOR APPLICANTS & OTHERS REQUIRING AUTHORIZATIONS	***LOW SATISFACTION***			***HIGH SATISFACTION***		
1. Do you think you received your Corps permit decision in a reasonable amount of time?	1	2	3	4	5	NA
2. Do you think you received your Corps jurisdictional determination in a reasonable amount of time?	1	2	3	4	5	NA
3. If we recommended/required project changes/modifications to reduce impacts, did we clearly explain the reasons why?	1	2	3	4	5	NA
4. If we recommended/required project changes/modifications to reduce impacts, did the changes seem reasonable to you?	1	2	3	4	5	NA
5. If we denied your permit, did we clearly explain the reasons why?	1	2	3	4	5	NA
6. For enforcement cases, did our office clearly and professionally explain the basis for the enforcement action (e.g., what work we believe you performed without authorization?	1	2	3	4	5	NA
7. For enforcement cases, did our office include options for resolution?	1	2	3	4	5	NA
II. FOR "OTHER" CUSTOMERS						
1. For permitted actions, was the permit effective in achieving appropriate protection/mitigation for impacts to aquatic resources?	1	2	3	4	5	NA
2. For enforcement actions, did the Corps require appropriate compensation/restoration for impacts to aquatic resources?	1	2	3	4	5	NA
III. FOR APPLICANTS & "OTHER" CUSTOMERS						
1. Did the Corps representative act professionally and treat you with courtesy?	1	2	3	4	5	NA
2. Did the Corps provide sufficient information to allow you to complete an application form, comment on a public notice, or otherwise evaluate our work?	1	2	3	4	5	NA
3. Did we respond to your letters and telephone calls in a reasonable amount of time?	1	2	3	4	5	NA
4. Did the Corps representative answer your questions clearly, giving you accurate information about our Regulatory Program?	1	2	3	4	5	NA
5. What is your OVERALL rating of the level of service provided by the Corps of Engineers Regulatory Program?	1	2	3	4	5	NA

Note: DATA FROM THIS QUESTIONNAIRE WILL BE USED BY THE DISTRICT TO IMPROVE SERVICE. ALSO, INFORMATION WILL BE TABULATED NATIONALLY BY SERVICE AREA. RESPONDENTS WILL NOT BE IDENTIFIED BY NAME OR ORGANIZATION FOR ANY REPORT DERIVED FROM THIS SURVEY.

ENG FORM 5065, Feb 97 (Proponent: CECW-OR)

Regulatory Program Overview-Goals

Provide strong protection of the Nation's aquatic environment, including wetlands

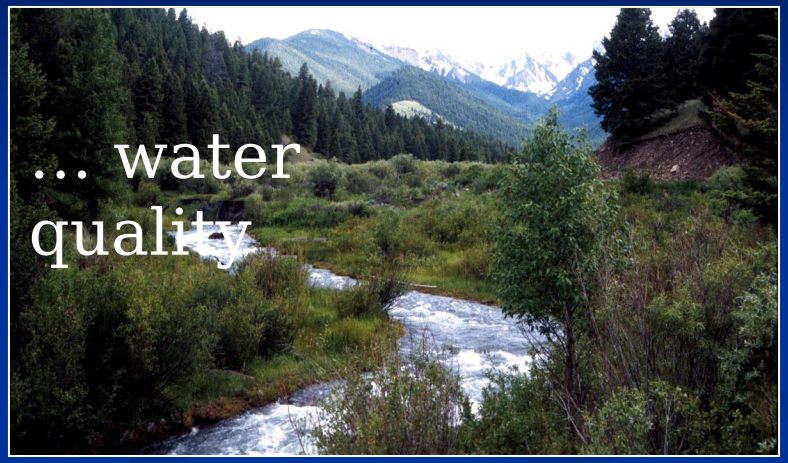
Enhance the efficiency of the Corps Administration of its program

Ensure that the Corps provides the regulated public with fair and reasonable decisions

Wetland Values

Wetlands provide benefits to society out of proportion to their extent on the landscape.

… flood control



Got Wetlands?

Some wetlands are easy to identify . . .

Are these Wetlands?

. . . others can be difficult and controversial.

What Does the Regulatory Program Mean to You?

Just a few of the benefits of an effective regulatory program are:

- Cleaner water;
- A healthier environment;
- More jobs; and
- A stronger economy.